

COUNTY OF MILWAUKEE
Inter-Office Communication

Date: June 30, 2017
To: Supervisor Theodore Lipscomb, Sr., Milwaukee County Board Chairman
From: Jerome J. Heer, Director of Audits
Subject: Behavioral Health Division Patient & Staff Safety (File No. 15-237)

On June 22, 2017, the Milwaukee County Mental Health Board received an analysis of Behavioral Health Division (BHD) incidents. The report, which is attached, was prepared by Jeanette May, PhD, MPH. Ms. May was selected as the consultant for the review by BHD in consultation with our office.

The scope of Ms. May's work was to replicate and update the incident trends included in our 2010 report on patient and staff safety. We had initially planned to conduct the update as part of an audit conducted by our Division but our access to records was limited by concerns about the need for confidentiality in BHD's quality assurance peer review process. As an alternative, the Mental Health Board Executive Committee suggested that we work with the BHD Chief Medical Officer to retain a consultant to update the incident data reported in the 2010 audit. We interviewed several potential consultants and jointly agreed that Ms. May possessed the experience and knowledge to perform the work.

The report notes that incidents per 1,000 patient bed days decreased slightly in 2011 and then increased through 2014 primarily because of an increase in aggression incidents on the acute unit. However, that trend reversed dramatically in 2015. Several factors that contributed to the improvement are identified in the report. These include capping the acute unit population to enhance Staff to Patient ratios, moving Managers onto the service units, increased education and training, improved medication and assessment protocols, and increased attention to seclusion and restraint management. In addition to updated incident data, the report also provides incident report analysis and the results of a staff survey on incident reporting. BHD has continued to make program improvements that will enhance patient and staff safety and security.

We appreciate the efforts of BHD and Ms. May in conducting the update of incident data we presented in 2010.



Jerome J. Heer

JJH/cah

Attachment

cc: Scott B. Manske, Milwaukee County Comptroller
Chris Abele, Milwaukee County Executive
Supervisor Peggy West, Chair, Finance, & Audit Committee
Supervisor Supreme Moore Omokunde, Chair, Health & Human Needs Committee
Margaret Daun, Corporation Counsel
Jeanne Dorff, Interim Director, Department of Health & Human Services
Michael Lappen, Administrator, Behavioral Health Division
Dr. John Schneider, Chief Medical Officer, Behavioral Health Division
Steve Cady, Research & Policy Director, Office of the Comptroller
Janelle Jensen, Chief Committee Coordinator, County Clerk's Office